

**WHAT IS CLAIMED IS:**

- 1           1.       A method for identifying excursions to general solutions provided by a  
2 solution network comprising:  
3           identifying excursions to a general solution on a system basis;  
4           saving the excursions within the solution network on a system basis; and,  
5           when accessing the solution network, searching the solution network to  
6           determine whether an excursion solution exists.
- 1           2.       The method of claim 1 further comprising:  
2           storing the excursion exception within the solution network based upon a  
3           unique system identifier..
- 1           3.       The method of claim 2 wherein:  
2           the unique system identifier is a service tag.
- 1           4.       The method of claim 1 further comprising:  
2           storing the excursion exception within the solution network based upon a part  
3           identifier.
- 1           5.       The method of claim 1 further comprising:  
2           storing the excursion exception within the solution network based upon a  
3           system model identifier.
- 1           6.       The method of claim 1 further comprising:  
2           storing the excursion exception within the solution network based upon a  
3           system manufacture date.
- 1           7.       The method of claim 1 further comprising:  
2           searching the solution network for general solutions when no excursion  
3           solution exists, the searching the solution network to determine  
4           whether an excursion solution exists being performed before searching  
5           to solution network for general solutions..

1           8.     The method of claim 1 wherein:  
2           the system includes an information handling system.

1           9.     An apparatus for identifying excursions to general solutions provided  
2 by a solution network comprising:  
3           means for identifying excursions to a general solution on a system basis;  
4           means for saving the excursions within the solution network on a system basis;  
5           and,  
6           means for searching the solution network to determine whether an excursion  
7           solution exists when accessing the solution network.

1           10.    The apparatus of claim 9 further comprising:  
2           means for storing the excursion exception within the solution network based  
3           upon a unique system identifier..

1           11.    The apparatus of claim 10 wherein:  
2           the unique system identifier is a service tag.

1           12.    The apparatus of claim 9 further comprising:  
2           means for storing the excursion exception within the solution network based  
3           upon a part identifier.

1           13.    The apparatus of claim 9 further comprising:  
2           means for storing the excursion exception within the solution network based  
3           upon a system model identifier.

1           14.    The apparatus of claim 9 further comprising:  
2           means for storing the excursion exception within the solution network based  
3           upon a system manufacture date.

1           15.    The apparatus of claim 9 further comprising:  
2           means for searching the solution network for general solutions when no  
3           excursion solution exists, the searching the solution network to

4                   determine whether an excursion solution exists being performed before  
5                   searching to solution network for general solutions..

1           16.     The apparatus of claim 9 wherein:  
2           the system includes an information handling system.

1           17.     A solution network comprising:  
2           a knowledge repository, the knowledge repository storing information  
3                   regarding general solutions to issues, the knowledge repository storing  
4                   information relating to excursions to general solutions, the excursions  
5                   being searchable on a system bases;  
6           an excursion identifying module, the excursion identifying module identifying  
7                   excursions to the general solutions on a system basis;  
8           a search module, the search module searching the solution network to  
9                   determine whether an excursion solution exists when accessing the  
10           solution network.

1           18.     The solution network of claim 17 wherein:  
2           the excursions are identifiable based upon a unique system identifier..

1           19.     The solution network of claim 18 wherein:  
2           the unique system identifier is a service tag.

1           20.     The solution network of claim 17 wherein:  
2           the excursions are identifiable based upon a part identifier.

1           21.     The solution network of claim 17 wherein:  
2           the excursions are identifiable based upon a system identifier.

1           22.     The solution network of claim 17 wherein:  
2           the excursions are identifiable based upon a system manufacture date.

1       23.     The solution network of claim 17 further comprising:  
2       a general search module, the general search module searching the solution  
3       network for general solutions when no excursion solution exists, the  
4       searching the solution network to determine whether an excursion  
5       solution exists being performed before searching to solution network  
6       for general solutions..

1       24.     The solution network of claim 17 wherein:  
2       the system includes an information handling system.